



Hamilton Square 600 14<sup>th</sup> Street NW Suite 750 Washington DC 20005  
T> 202-220-0400 F > 202-220-0401

August 20, 2002

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, D.C. 20554

Re: Qwest Communications International, Inc. Montana/Utah/Washington/Wyoming,  
WC Docket No. 02-189

Dear Ms. Dortch:

In its comments in the above-referenced docket, Covad provided the percentage of line shared loop orders in Washington for which Covad opened trouble tickets within 30 days due to poor or missing cross-connects for the month of July, 2002, month-to-date as of the date of Covad's filing. *See* Covad Comments at 19. Pursuant to requests from Department of Justice and Commission staff, Covad hereby provides updated data for this figure. As of August 16, 2002, Covad submitted trouble tickets within 30 days, due to poor or missing cross-connects, on 10.2% of its line shared loop orders closed in July, 2002, in Washington. Furthermore, Covad expects that this percentage can only remain at 10.2% or rise from August 16, 2002 until August 30, 2002 (the end of the 30-day period during which Covad measures the number of trouble tickets submitted within 30 days for orders closed in July, 2002).

Covad submits this letter as a written factual exhibit. The twenty-page limit does not apply as set forth in DA 02-1666.

Respectfully submitted,

/s/ Praveen Goyal

Praveen Goyal  
Senior Counsel for Government &  
Regulatory Affairs  
Covad Communications Company  
600 14<sup>th</sup> Street, N.W., Suite 750  
Washington, D.C. 20005  
202-220-0400  
202-220-0401 (fax)  
[pgoyal@covad.com](mailto:pgoyal@covad.com)